

CITY OF MILPITAS

Revised: 9/8/91

Established: 6/85

EEOC: Office & Clerical

UNIT: Confidential

FLSA: Non-exempt

Physical: 1

LEAD WORD PREPROCESSING OPERATOR

DEFINITION

Under general supervision, assigns, directs and reviews the work of a small group of word processing operators; coordinates and participates in the activities of the word processing center; and performs the more complex word processing operator duties.

DISTINGUISHING CHARACTERISTICS

This is the working lead level class in the Word Processing Operator series and is distinguished from Word Processing Operator I/II classes by providing lead supervision to assigned staff. The Lead Word Processing Operator performs the more complex duties and assumes responsibility for the administrative tasks relative to the operation of the center. The incumbent works under general supervision of the City Clerk.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Organize and coordinate the activities of the word processing center including monitoring work flow, determining work priorities and assigning work to Word Processing Operators.

Prepare monthly status report regarding word processing center activities.

Consult with users on complex and/or rush projects.

Transcribe a variety of correspondence, memoranda, forms, records, statistical and financial data, and general and technical reports from pre-recorded dictation and hard copy, including confidential materials and the more complex assignments.

Determine proper grammar, spelling, paragraphing, form arrangement and spacing of material.

Proofread typed work for typographical errors; edit and revise as required.

Print final documents and distribute material to proper division/department.

Keep daily and monthly production log; reference log of stored items.

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Lead Word Processing Operator (Continued)

EXAMPLES OF DUTIES

Train and review work of assigned personnel; provide input for performance evaluations, selection decisions and disciplinary actions.

Train new personnel and others in the operation of the word processing equipment.

Prepare and maintain current and accurate user manuals.

Conduct periodic quality control checks.

Make equipment service calls.

Order supplies and maintain proper inventory levels.

QUALIFICATIONS

Knowledge of :

English usage, grammar, spelling, vocabulary and punctuation.

Office methods and procedures, including filing systems, business correspondence and report writing.

Operation and capabilities of word processing equipment.

Principles of supervision and training.

Skill/Ability to:

Establish work priorities and coordinate activities of the word processing center.

Operate the City's word processing equipment; program specific document formats; prepare a variety of finished copy formats.

Work independently under general guidelines; make decisions without immediate direction.

Maintain operating records.

Establish and maintain effective relationships with word processing personnel and user divisions/departments.

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Lead Word Processing Operator (Continued)

Skill/Ability to:

Type accurately at a speed of 60 words per minute.

Assign work to and train assigned staff.

Other Requirements:

Possession of a valid California driver's license may be required.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. Atypical way to obtain the knowledge and skills is:

Two years of experience in the operation of word processing equipment in a production setting.

Approved by:

City Manager

AS56/Q